

Avidbots Customer Success

Helping you get the most value from your Neo



Avidbots®



World-class service and support for a world-class robot

At Avidbots, we're committed to your long-term future, striving to make your facility a safer, more productive and efficient environment.

That's why our Avidbots Customer Success program starts from the day your first Neo is deployed. We begin with a thorough evaluation of your facility to ensure your Neo is configured to deliver the best clean possible.

As Neo is a connected robot, Avidbots offers service plan options that help you leverage cleaning data and insights so you can maximize productivity while limiting downtime.

We stand behind Neo

Laying the groundwork for a consistent clean

Designed for success

Our factory-trained Avidbots Customer Success team is with you every step of the way, from initial deployment and training and throughout Neos lifetime to ensure you always receive an optimal clean.

This includes creating cleaning plans unique to your facility, onboarding your employees and providing you with the tools for success. Alongside flexible service plans, our team is committed to your cleaning advancement.

Comprehensive training

Quickly training your team is one of our primary goals during your Neo deployment. To support your setup, we provide:

- ▶ comprehensive training that includes classroom and direct Neo experience
- ▶ educational videos (easily accessible on Neo)
- ▶ written instructional materials
- ▶ a quarterly newsletter to update you on new or enhanced features

Maintaining optimal performance

Avidbots service doesn't end after your initial deployment. Our Customer Success team monitors your Neo, working with you to continuously improve and optimize cleaning based on your facility layout and our experience with Neo.

Protecting your investment

Our factory-trained Avidbots Service Experts and Service Plans ensure Neo performs optimally throughout its lifetime. With a service network that reaches across North America, the Asia-Pacific region, Australia, New Zealand, the United Kingdom and the Gulf Cooperation Council, your investment is protected wherever you are located.

Multi-channel communication

The Avidbots Customer Success team is conveniently available by phone or email, with additional resources including training videos readily accessible on your Neo.



Service plans†

We're devoted to ensuring Neo not only improves your cleaning operations but also surpasses your expectations. Our factory trained Avidbots Service Experts embody this spirit, with both a deep product knowledge and an unwavering commitment to all things Neo.

To protect your investment and ensure Neo delivers the same consistent clean on day one and every day after, Avidbots offers the following service plan options:

Features	Pay As You Go	Prepaid Maintenance	Gold
Fleet monitoring	▲	▲	▲
Cleaning plan optimization	▲	▲	▲
Virtual support	▲	▲	▲
Preventive Maintenance*	-	▲	▲
360° inspection**	-	▲	▲
Consumable replacement***	-	▲	▲
Break fix	-	-	▲
Parts and labor	-	-	▲

†Service plan offering may differ depending on the country or region.
Included as part of the Avidbots Software subscription.

*Every 480 hours (limit 3 visits / year).

**During preventative maintenance visit.

***Limited to brushes or pads and squeegees as required at each preventive maintenance visit.



Stellar service, friendly support and expert guidance wherever and whenever you need it. We're your partner in clean, and we're here to help you throughout your autonomous cleaning adventures.

Why Avidbots?

Buying an Avidbots Neo isn't just buying a floor scrubber. It's investing in a technological future that can redefine your cleaning function, making it more productive, more cost effective and easier to run. More importantly, our robotics and AI technology open up new opportunities to make your business even more successful. We realize this isn't just about buying a product, or a technology, or even a business proposition. You want to buy into a trusted partner who can take you into the future of automated operations using cutting edge robotics. At Avidbots, we work side-by-side with our customers to earn that trust and realize all the benefits that robotics can bring them.



About us

Avidbots is a robotics company with a vision to make robots ubiquitous to unlock humanity's potential with a hyperfocus on autonomous cleaning. Our groundbreaking product, the Neo fully autonomous floor scrubbing robot, is deployed around the world and trusted by leading facilities and building service companies. Headquartered in Kitchener, ON, Canada, Avidbots is offering comprehensive service and support to customers on 5 continents.

Contact us

Learn more about Neo.



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